



HEALTH matters

Helpful information from CenCal Health



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LGBTQ Healthcare

Many people who identify as LGBTQ avoid routine medical care. Some people have had bad experiences in the past, or may be afraid that health care providers will judge them. CenCal Health works with healthcare providers on the Central Coast to make sure all patients, including LGBTQ patients, receive high quality healthcare.

Ready for a check-up? Here are some things that are important for LGBTQ people to talk to a healthcare provider about.

- Mood/mental health
- Safe sex and preventing STIs
- Drug, alcohol, and tobacco use
- Cancer screenings
- For transgender people—hormones, or if surgery might be an option
- Health history



Everyone deserves to be treated with respect. CenCal Health members who feel they have experienced discrimination can file a grievance by calling Member Services at 1-877-816-1841.



How to Get a Ride to Your Doctor or Pharmacy

You can get a ride to your medical, dental, and mental health appointments, to substance abuse appointments, and to the pharmacy!

To make an appointment or to find out if you qualify for this benefit, call Member Services at 1-877-814-1861 or Ventura Transit Systems at 1-855-659-4600.

Have your CenCal Health member ID card ready when you call. **Make sure you call at least 3 - 5 business days before your appointment.**



What Should You Do If You Receive a Bill?

Normally, you should not receive a bill for covered medical services. If you get a bill, it might mean the provider does not have your insurance information. This is why you must show all your health insurance cards and your CenCal Health identification (ID) card at each medical visit.

If you get a bill, we can help you, but don't wait to call. You must contact us within 6 months from the time you receive a prescription, or 1 year from the time you receive medical services. If you wait and don't take care of a bill within the billing time limit, you will have to pay the bill.

As soon as you receive a bill, please call our Member Services Department at 1-877-814-1861 if you have questions or need help.



Parents Need Support, Too

Raising a child can be both challenging and rewarding. It might be easy to know where to get help when your child has a cold or an infection. But it can be hard to know how to talk to your child, teach your child healthy eating habits, and help your child deal with stress.

Watching your child grow and learn is the reward for good parenting. CenCal Health offers parents information on healthy parenting, including things from toilet training to stress management, safety, and more.

Go to www.cencalhealth.org, Health & Wellness, and search "Parenting."

Do you have trouble remembering to get your annual check-up?

Here's a tip: Remind yourself by scheduling it every year near your birthday.



Alcohol: How Much is Too Much?

Alcohol is part of many people's lives and often has a place in cultural and family traditions. So it can sometimes be hard to know when you begin to drink too much. Certain behaviors may mean that you're drinking too much or having trouble with alcohol.

These behaviors include:

- Not being able to quit drinking or control how much you drink, or constantly wishing you could cut down.
- Spending a lot of time drinking and recovering from drinking.
- Not being able to do your main jobs at work, school, or home.
- Drinking alcohol in situations where it is dangerous.

What can you do if you think you have a problem with alcohol?

If you are worried about your alcohol use, get help.

- Call and talk with your Primary Care Provider (PCP). Your PCP can provide services or refer you to an expert who can help.
- You can also call your local county Drug and Alcohol Services Program.

Santa Barbara County: 1-888-868-1649

San Luis Obispo County: 1-800-838-1381

If you feel that you are in a crisis, **call 911** or go to the nearest Emergency Room.



How to Have Safer Sex

Sexually transmitted infections (STIs) are spread by sexual contact involving the genitals, mouth, or rectum, and can also be spread from a pregnant woman to her fetus before or during delivery.

Here are some ways to avoid getting, or giving someone, an STI.

- Completely avoiding sexual contact (abstinence) is the only certain way to prevent an infection.
- Discuss STIs before you have sex with someone. Even though a sex partner doesn't have symptoms of an STI, they may still be infected.
- Watch for symptoms of STIs, such as unusual discharge, sores, redness, or growths in your and your partner's genital area, or pain while urinating.
- Use a condom every time you have sex. A condom is the best way to protect yourself from STIs.
- Tell your sex partner or partners if you have symptoms of an infection or if you're being treated for an STI.

Go to www.cencalhealth.org, Health & Wellness, and search "Safe Sex."



What is Protected Health Information (PHI)?

PHI is any health information that relates to your past, present, or future physical or mental health or condition, which others can use to identify you. CenCal Health must protect your PHI.

How CenCal Health Protects your PHI:

CenCal Health, its employees, and its contracted partners follow the HIPAA Privacy and Security Rules. CenCal Health and its partners use safety measures to protect how your PHI is created, used, received, stored, or sent in electronic format.

How to Contact CenCal Health's Privacy Office:

If you have questions about your PHI, or would like to learn more about how your PHI is used or shared, you can contact the CenCal Health Privacy Office at:

CenCal Health / Attn: Privacy Office
4050 Calle Real, Santa Barbara, CA 93110
Phone: 877-814-1861 • Fax: 805-681-8279
privacy@cencalhealth.org

Don't Lose Your Health Coverage!

If you are a CenCal Health member, that means you are enrolled in Medi-Cal. In order to keep your Medi-Cal benefits, you must renew your coverage each year—this happens through the Department of Social Services (DSS).

Sometimes DSS can renew your coverage automatically. If they cannot, they will contact you and you will need to submit a renewal form.

If you do not return the renewal form on time, you will lose your Medi-Cal coverage, and will no longer be a CenCal Health member. Don't miss your renewal! Make sure you contact the Department of Social Services in your county if you have questions about your forms.

Don't know the DSS phone number? Call our Member Services Department at 1-877-816-1841.

As a reminder, CenCal Health does not determine eligibility, enrollment, or disenrollment.



MEMBER TIP:

If you change your phone number or address, make sure to notify DSS right away! That way you won't miss important notices about renewing your Medi-Cal coverage.



Have a question?
Need help getting care?
Lost your ID card?
Call our Member Services
department: 1-877-814-1861
Monday – Friday,
8 a.m. – 5 p.m.